

Training of Trainers' Manual on Health And Hygiene Safety Protocol for Tourism Operators



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And Hygiene Safety Protocol for
Tourism Operators**

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Training of Trainers' Manual on Health and Hygiene Safety Protocol for Tourism Operators

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on Health and Hygiene Safety Protocol for Tourism Operators

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About the Manual

The hospitality industry is worst hit by Covid-19 pandemic, which is the defining global health crisis of our time and greatest challenge we have faced in the globe. Due to the massive impacts, the hospitality sectors will have to learn to function in a different way by building trust and regaining customer confidence, which will be the first step in overcoming the crisis. Strict sanitary and hygiene measures have to be applied with new practices put in place to monitor and control the environment in which the accommodation and food services are taking place.





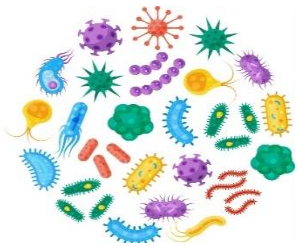



It is the time for the overall tourism sector to implement the highest level of health and safety protocols in place to ensure the confidence and well-being of the visitors, among which the major focus has to be given to the thousands of restaurants, which are operating without following the basic requirement of food safety and workplace hygiene which should be implemented normally in any situations.



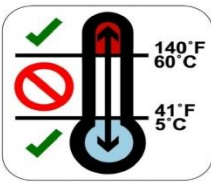





Identifying the greater need for the hospitality sectors to go through the specific training and implementation workshop, this manual has been prepared through various researches to support in transforming those hospitality sectors into more suitable place to dine and stay without any hesitation. For this transformation, the hygienic and sanitation standards has to be made mandatory for all the hospitality sectors including highway restaurants to luxurious five star properties and failing to follow the standards has to result in cancellation of the operating license. If we can successfully establish such standards through the level of government, there is higher possibility to develop the communities, districts and whole country in terms of food safety and hygiene which will also support to minimize the impacts of pandemic like Covid-19 as well as encourage higher scale tourism, which could potentially contribute better to economic growth and income.

Anjana Khadka

Editor

Table of Contents

Modules		Training Topics	Page No
Pretext		<ul style="list-style-type: none"> • Understanding COVID and its impact on tourism and Hospitality sector • Retrieving industry in new normal; experiences and strategies to overcome • Brief introduction of Health and Hygiene safety (HHS) protocols enforced by Government 	16
PU001		Grooming and Personal Hygiene	28
PU002		Microorganisms and Coronavirus	30
PU003		Hand Hygiene	32
PU004		Workplace Hygiene and Sanitation	34
PU005		Food Safety Standards	38

PU006		Food Poisoning	42
PU007		Cross Contamination	44
PU008		Food Temperature Control	48
PU009		Importance of Proper Food Storage	51
PU010		Understanding Food Allergens	54
PU011		Correct technique of usages of cleaning equipment and storage	57
PU012		Proper usage of correct cleaning chemicals and storage	60
PU013		Importance of Cleanliness and Sanitation in Kitchen	61

PU014		Food Act	64
PU015		Bathroom Cleaning	66
PU016		Walls, floors and deep cleaning	68
PU017		Waste Management and Environmental Sustainability	71
PU018		Guest Room Standards	75
PU019		Basic Standards to follow during and after COVID-19 Pandemic	78
PU020		Implication of cleaning checklist for cleaning team and supervisors	82
PU021		Learning Assessment	83

Training Course Outlines

Topic	PU001 - Grooming and Personal Hygiene
Time	30 Minutes

Learning Objectives: To introduce and maintain the standardized appearance and personal hygiene for the team of Hospitality and Tourism Sectors.

Methodology:

- Powerpoint presentation
- Video
- Lecture
- Demonstration

Contents:

- Defining the importance of the first impression
- Personal appearance and grooming standards
- Importance of uniform and accessories
- General grooming and make-up standards for both men and women
- Personal habits and basic manners that should never be forgotten

Learning outcomes:

- Understand the importance of the first impression
- Enhance the personal appearance and grooming standards
- Establish the daily habits of personal hygiene

Topic	PU002 – Microorganisms and Coronavirus
Time	30 Minutes

Learning Objectives To understand microorganisms, its types, and transmission of the organism

Methodology

- Group discussion
- Presentation

Contents

- Explain microorganisms and rapid growth of microorganisms
- Explain types of microorganisms
 - Bacteria, Virus, Parasite, Fungi, Algae
 - Normal flora, carrier bacteria, infectious organisms
- Explain the chain of transmission of microorganisms from one person to another
- Cross-contamination and risk in Hospitality and Tourism Sector
- Coronavirus and its impacts

Learning outcomes:

- Understand microorganisms, transmission of microorganisms and cross-contamination.

Topic	PU003 - Hand hygiene
Time	30 Minutes

Learning Objectives: To encourage staffs of highway restaurants, homestays or any accommodating facilities to perform proper hand hygiene and reduce personal risk.

Methodology

- Presentation
- Demonstration
- Re-demonstration

Contents

- Define Hand hygiene and its importance
- Explain 7 steps of hand hygiene
- Explain moments of hand hygiene

Learning outcomes:

- Follow 7 steps of hand hygiene at appropriate moments

Topic	PU004 – Workplace Hygiene and Sanitation
Time	45 Minutes

Learning Objectives: To introduce and maintain the workplace hygiene with the aesthetic appearance as well as clinical hygiene practices in the Hospitality and Tourism Sector.

Methodology:

- Powerpoint presentation
- Video
- Lecture

Contents:

- Defining the importance of workplace hygiene
- Cleanliness in public areas like reception, lobby, washrooms and surrounding
- Importance of cleanliness and hygiene at kitchen.
- Regularly empty the trash cans
- Clean washrooms on a regular basis
- Fresh smell and odor at workplace
- Periodical deep cleaning and regular touch ups

Learning outcomes:

- Understand the importance of workplace hygiene.
- Increase the moral and confidence of employees
- Enhance the image of Hospitality and Tourism Sector
- Helps to stop harmful viruses and bacteria from spreading

Topic	PU005 - Food Safety Standards
Time	45 Minutes

Learning Objectives:

To introduce the concept of basic level of food hygiene and food safety practices

Methodology:

- Powerpoint presentation
- Video
- Lecture

Contents:

- Basic Food Hygiene to be followed by all the food handlers
- Types of hazards and common food safety hazards
- Causes of food contaminations

Learning outcomes:

- Follow and implement basic food hygiene
- Gain knowledge on types of hazards and common food safety hazards
- Reduce food contamination and foodborne diseases

Topic	PU006 – Food Poisoning
Time	30 Minutes

Learning Objectives: To encourage staffs of Hospitality and Tourism Sector to perform proper food handling in order to avoid food spoilage, food poisoning or any other food borne illness

Methodology

- Powerpoint Presentation
- Video
- Lecture

Contents

- What is food poisoning
- How to prevent food from spoiling
- The importance of labeling food products
- The difference between use by and best before dates

Learning outcomes:

- Prevent food from spoiling and prevent food poisoning
- Implement proper labeling of food products
- Understand the difference between use by and best before dates

Topic	PU007 – Cross Contamination
Time	30 Minutes

Learning Objectives: To educate staffs of Hospitality and Tourism Sector on avoiding the cross contamination of ingredients in a kitchen by using different tools and workspaces.

Methodology

- Powerpoint presentation
- Video
- Lecture
- Activity

Contents

- What is cross contamination
- How to prevent cross contamination in the kitchen
- Tips for keeping your workspace well organized

Learning outcomes:

- Understand the causes of cross contamination
- Prevent cross contaminations in the kitchen
- Well organize the food items in the kitchen and completely avoid food borne illness

Topic	PU008 – Food Temperature Control
Time	30 Minutes

Learning Objectives: To educate all the staffs of Hospitality and Tourism Sector in ensuring that foods are cooked and served to the correct temperature in order to maintain the safety precaution as it can be dangerous if served without proper preparation and temperature control.

Methodology

- Powerpoint presentation
- Video
- Lecture
- Activity

Contents

- The importance of food temperature control
- How to avoid danger zone

Learning outcomes:

- Understand the importance of correct food temperature and able to serve hot foods hot and cold foods cold
- Prevent foods from danger zone

Topic	PU009 – Importance of Proper Food Storage
Time	45 Minutes

Learning Objectives: To educate all the staffs of Hospitality and Tourism Sector in ensuring foods in the kitchen are stored properly to avoid cross contamination, foods spoilage, and messy, unhygienic kitchen.

Methodology

- Powerpoint presentation
- Video
- Lecture

Contents

- The importance of food labeling and storage in a kitchen
- Tips for proper food storage

Learning outcomes:

- Understand the importance of food labeling and storage in a kitchen
- Practice proper food storage and reduce cross contamination, foods spoilage, and messy, unhygienic kitchen

Topic	PU010 – Understanding Food Allergens
Time	45 Minutes

Learning Objectives: To educate all the staffs of Hospitality and Tourism Sector in treating food allergies seriously and preparing the food carefully in a safe environment – without cutting corners as it can be deadly.

Methodology

- Powerpoint presentation
- Video
- Lecture
- Activity

Contents

- The importance of understanding food allergies as a hospitality professional
- How to ensure meals are prepared safely for customers with food allergies
- The most common food allergies to be mindful of

Learning outcomes:

- Understand the food allergies as a hospitality professional
- Able to prepare meals safely for customers with food allergies
- Knowledge on the most common food allergies to be mindful of

Topic	PU011 - Correct technique of usages of cleaning equipment and storage		
Time	90 Minutes	Theory: 30 minutes	Practical: 60 minutes

Learning Objectives: To train and increase the competence of all the cleaning team of Hospitality and Tourism Sector on proper techniques and usages of cleaning equipment and proper storage

Methodology

- Presentation
- Group discussion
- Demonstration
- Re-demonstration

Contents:

- Proper usage and importance of microfiber duster
- Proper usage and technique of hand scrubber
- Proper usage and technique of glass wiper, floor mop, and brooms.
- Proper usage and technique of scouring pad
- Proper cleaning and disinfection of cleaning equipment after use
- Using the correct ergonomic postures while using the cleaning equipment

Learning outcomes:

- Optimize the ergonomic positions for higher efficiency
- Optimize the proper usage of microfiber duster
- Minimize the breakages and maintenance cost of the equipment and materials
- Minimize hazardous activities and incidents at work
- Enhance the cleaning technique and competencies of all the cleaning staff of Hospitality and Tourism Sector

Topic	PU012 – Proper usage of correct cleaning chemical usage and storage		
Time	90 Minutes	Theory: 30 minutes	Practical: 60 minutes

Learning Objectives: To train and increase the competence of all the cleaning team of Hospitality and Tourism Sector on proper usages of right cleaning chemicals on right materials and proper storage.

Methodology

- Presentation
- Group discussion
- Demonstration and application

Contents:

- Usage and importance of proper chemicals on different materials
- Methodology of dilution of concentrated chemicals for recommended use
- Importance of proper storage of cleaning chemicals to prevent contamination and wastages

Learning outcomes:

- Understand the proper usage of right chemicals on the right materials
- Enhance the proper usages and optimize the cost of cleaning chemicals
- Minimize the chemical hazardous activities and incidents at work
- Enhance the cleaning result and competencies of all the cleaning team of Hospitality and Tourism Sector
- Enhance the aesthetic appearance and satisfaction of guests

Topic	PU013 – Importance of Cleanliness and Sanitation in Kitchen
Time	30 Minutes

Learning Objectives: To educate all the staffs of Hospitality and Tourism Sector in being mindful of routine cleanliness to ensure legal standards are not compromised and everything in the kitchen are clean and sanitized.

Methodology

- Powerpoint presentation
- Video
- Lecture
- Activity

Contents

- How to keep a kitchen clean
- What to be mindful of when cleaning a kitchen

Learning outcomes:

- Able to prioritize cleanliness and sanitation in a professional kitchen
- Able to maintain the cleanliness in a kitchen without compromising legal standards

Topic	PU014 – Food Act
Time	30 Minutes

Learning Objectives: To introduce and educate all the staffs of Hospitality and Tourism Sector about an act made to maintain purity in foodstuffs.

Methodology:

- Powerpoint presentation
- Lecture

Contents

- Right to food and protection from food insecurity
- Protection and promotion of right to food sovereignty
- Implementation of right to food
- Availability, supply and distribution system of food
- Offences and punishment

Learning outcomes:

- Aware of right to food and protection from food insecurity
- Aware of protection and promotion of right to food sovereignty
- Able to follow and implement right to food
- Understand availability, supply and distribution system of food
- Aware of offences and punishment

Topic	PU015 - Bathroom cleaning		
Time	90 Minutes	Theory: 30 minutes	Practical: 60 minutes

Learning Objectives: To train and increase the competence of all the cleaning team of Hospitality and Tourism Sector on proper cleaning of various areas of bathrooms.

Methodology

- Demonstration
- Practical cleaning of bathroom

Contents

- Proper usage and importance of right chemicals on right materials.
- Proper cleaning of WC, wash basin, mirror, fixtures, walls, and floors.

Learning outcomes:

- Understand the proper usage of right chemicals on the right materials
- Optimize the cost of cleaning chemicals
- Removal of heavy stains in various areas of bathrooms
- Enhance the cleaning result and competencies of all the cleaning team of Hospitality and Tourism Sector

Topic	PU016 - Walls, floor, glass cleaning and deep cleaning		
Time	90 Minutes	Theory: 30 minutes	Practical: 60 minutes

Learning Objectives: To train and increase the competence of all the cleaning team of Hospitality and Tourism Sector on proper cleaning of walls, floors, and other areas of the ward. Knowledge and techniques of weekly special cleaning.

Methodology

- Demonstration
- Practical cleaning session

Contents:

- Define clean and aesthetically clean
- Proper usage and importance of the right chemicals on the right materials
- Importance and implications of weekly special cleaning in Hospitality and Tourism Sector

Learning outcomes: After the session, the attendees will be able to:

- Correct methodology and chemicals for cleaning of different surfaces
- Optimize the cost of cleaning chemicals
- Removal of heavy stains in various areas of Hospitality and Tourism Sector

- Enhance the cleaning result and competencies of all the hygiene team of Hospitality and Tourism Sector
- Enhance the aesthetic appearance and satisfaction of guests

Topic	PU017 - Waste management and Environmental Sustainability		
Time	45 Minutes	Theory: 30 minutes	Practical: 15 minutes

Learning Objectives: To train and enhance the knowledge of the team of Hospitality and Tourism Sector to clean and manage waste disposals.

Methodology

- Powerpoint Presentation
- Lecture

Contents

- Define waste management
- Explain types of waste
- Explain the methods of waste segregation
- Explain the process of waste management
- Explain the transportation process of wastages
- Awareness on environmental sustainability and social management

Learning outcomes:

- Properly handle and manage different types of wastages

Topic	PU018 – Guest Room Standards		
Time	45 minutes	Theory: 30 minutes	Practical: 45 minutes

Learning Objectives: To understand the basic requirements of a guest room for making the stay comfortable and memorable.

Methodology

- Presentation
- Group discussion
- Demonstration and application

Contents:

- Basic requirements of a guest room
- Guestroom amenities
- Basic standards of guestroom cleanliness

Learning outcomes:

- Enhance the knowledge of team members on basic requirements of a guest room for satisfying the guest by making the stay comfortable and memorable.

Topic	PU019 - Basic Standards to follow during and after COVID-19 Pandemic		
Time	60 minutes	Theory: 30 minutes	Practical: 45 minutes

Learning Objectives:

To understand the basic standards to follow during and after COVID Pandemic in order to reduce the risk of virus spread.

Methodology

- Presentation
- Group discussion
- Demonstration and application

Contents:

- Basic requirements of guest and colleague entry points
- Social distancing with guest and at workplace
- Clinical standards of cleanliness

Learning outcomes:

- Able to implement basic requirements of guest and colleague entry points
- Able to maintain social distancing with guest and at workplace
- Able to maintain the clinical standards of cleanliness at workplace
- Able to prevent the spread of COVID-19 by following the basic requirements

Topic	PU020 - Implication of cleaning checklist for cleaning team and supervisors		
Time	45 minutes	Theory: 15 minutes	Practical: 30 minutes

Learning Objectives:

To train and increase the competency of all the team and supervisors of Hospitality and Tourism Sector on proper implementation of the cleaning team and supervisors checklist

Methodology

- Compiling and creating the checklist
- Demonstration and application

Contents:

- Application of checklist in various areas of Hospitality and Tourism Sector

Learning outcomes:

- Develop the methodology for evaluation of work along with participants, which will culminate into a checklist with scoring
- Participants and supervisors will learn using the checklist of all subsequent monitoring

COVID-19 and its impact

Understanding COVID and its Impact on Tourism and Hospitality Sector

COVID-19 has hugely impacted the Tourism and Hospitality sector worldwide. In Nepal, it has been estimated that the sector will take considerable time to bounce back to the economic strength that it had before the outbreak putting innumerable businesses and jobs at stake. In light of the COVID-19 pandemic, many businesses remain shuttered or are operating at reduced intensity. The ultimate decision to allow employees to return to workplace will require a lot of preparation and safety protocol trainings in place during re-opening and implementations of hygiene and cleanliness standards in day to day operation.

COVID-19 has created massive environmental awareness. In Nepal, lockdowns have reduced human activities, often resulting in cleaner and enhanced air quality allowing the Himalayas to be viewed from well beyond Nepal's borders. With renewed focus on sustainability in the post-COVID-19 scenario, in addition to the HHS protocols, we should also follow "Green Tips"_environment friendly measures to promote responsible and sustainable tourism practices by the Industry. A key incentive for tourists to select a destination will be sustainability in tourism and environmentally sound hygiene standards for disinfection.

Retrieving industry in new normal; experiences and strategies to overcome

The pandemic has started showing its devastating effects in terms of losses of production, job, income and revenue that would push the global economy into long term depression. Until a Covid-19 vaccine has been invented and the supply of vaccines reaches all part of the world, the only way to respond to the pandemic other than by complete lockdown is the application of adequate health and safety measures. This will lead to a situation of new normal in maintaining daily life of people and conducting the business of economy.

We should always be conscious that tourist are naturally expecting cleanliness and hygiene standards even in "normal times" and that it is a building block for encouraging higher scale tourism, which could potentially also contribute better to economic growth and income.

It is apparent that in a new setting, conferences, gatherings and long distance travel are largely avoided by people for fear of infection. Therefore, the industry should prepare to have all the technological appliances in place to conduct virtual meetings and contactless e-transactions as digitalization is coming to a full age in the form of e-commerce, e-payment, e-

banking, e-education, e-health, mobile money, artificial intelligence, robotics, big data etc. It is likely that the face-to-face interaction among people will be reduced to minimum level which will also change the social behaviors of the people and personalized customer services standards. People prefer to greet by folding palms instead of hand shaking and hugging. The traditional Hindu way of greeting “**Namaste**” will prevail.

Improvement in ecosystem and environment is the experience gained from pandemic. Now, big cities have experienced unprecedented level of low carbon emission due to restriction imposed in movement of motor vehicle in the street and closing down of many manufacturing units. The message is loud and clear: Countries should use clean and renewable energy like solar, wind and hydropower instead of fossil fuel that help to save planet from the menace of climate change. Well-managed, sustainable tourism operations in all market segments will be received with increased receptivity by potential visitors. This will positively complement Nepal’s magnificent natural environment, rich culture and warm, friendly people. Besides, a large number of workforces coming home could be instrumental in increasing agricultural and industrial outputs. However, we can come up with appropriate plan and strategies in order to transform the challenges into opportunities of enhancing the economic and social wellbeing of the people by adapting to the new normal in the aftermath of Covid-19.

In preparation for reopening, companies will need to implement workplace safety protocols, which could include providing masks, social distancing measures, physical workspace modifications, and screening and tracing protocols. Additionally, companies will need to have written policies and enforcement mechanisms to ensure compliance with those protocols. Companies will also need to prepare for bringing workers back into the workforce, which will require both strategic and administrative planning.

Regulation and monitoring of the Protocols and sustainability guidelines should be an essential part of the implementation and should be carried out in the Federal, Provincial and Locals levels as per procedures laid out by the Authorities.

Brief introduction of Health and Hygiene Safety (HHS) protocols enforced by Government for Hotels and Restaurants.¹

Considering the looming crash in economy and job losses, once the Lockdown reopens, the Hospitality sector will have to look into reopening with safety and hygiene protocols in place. Keeping in mind that the health and safety of people: employees and guests is our first and foremost priority, safety guidelines and protocols need to be implicitly followed once the Lockdown is removed.



Emergency Protocols

All companies within the tourism ecosphere will have to adhere to the National Emergency Protocol as established by the Ministry of Health and Population. Each company should also take the National Protocol, and as it changes over time, as the country and the world learns more about the virus, also change the adapted company level protocols and make sure that it is up-to-date. The ideal way to do this is to assign one member of the team to be the trained Covid-19 focal person.

The guidelines and H.H.S Protocol for following sectors are presented below:

1. Hotels
2. Restaurants

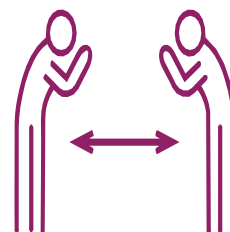
Protocol for Hotels

Based on the (HHS) protocols enforced by Government, this guidance provides recommendations for hotels to prevent the potential spread of the COVID-19 virus and ensure the best level of safe environment for the guests, employees, and business

Actions to Prevent and Eliminate the spread of COVID-19

1. Social Distancing Measures, Hand Cleaning, and Respiratory Hygiene

Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1 m (3 ft). Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed off immediately in a bin with a lid.



¹ Government of Nepal, Ministry of Culture, Tourism And Civil Aviation, 2020)

2. Entry Points/Gates/Premises

- Temperature screening of all personnel entering the property by trained personnel wearing appropriate protective gear
- Install an information board with COVID-19 safety and precautionary measures in a visible area of hotel
- In case of anyone found symptomatic, hotels shall process to refer them to a government designated health facility
- Mandatory wearing of Masks by all
- At entry point a log book sheet with name, contact details of the guest date and time of arrival/departure to be maintain for contact tracing.
- Provision of COVID-19 audio broadcast in the premises

3. Reception/Lobby/Concierge

- Reception staff to inform guests about the establishment's policy in terms of the preventive measures established.
- Reception desk staff must take all necessary precautions, including physical distancing.
- Display of "Respiratory Etiquette" and "Preventive Measures" at visible spot on the wall of the lobby
- Complete contact details of the guests, previous 30 days travel records and next destination to be maintained for contact tracing



Reception desk must be equipped with necessary disinfection kit:

- Germicidal disinfectant/wipes for surface cleaning Tissues.
- Face/eye masks (separate or combined, face shield, goggles). Gloves (disposable)
- Protective apron (disposable) Full-length long-sleeved gown Biohazard disposable waste bag
- Lobby / Public areas seating to be reduced to minimum and regular disinfection to be carried out
- Stock masks, gloves and mini sanitizers (complimentary/for sale) for in-house guests.

4. Monitoring Guests for Potential Infection

While observing regulations in relation to the protection of personal data and the Right to Privacy, it is advisable to monitor potentially ill guests in the establishment.



Reception staff must treat all this information with discretion, leaving it up to the management and to medical service providers to evaluate the situation and make appropriate decisions.

5. Technical and Maintenance Services

5.1 Dishwashing and Laundry Equipment

The proper functioning of dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

5.2 Dispensers

Regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. The hotel action plan should include installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by staff, and other areas of interest (e.g. entrance to the dining hall, restaurants, and bars).

6. Restaurants Banquets/ Meeting and Dining Rooms and Bars

6.1 Restaurants, breakfast, and dining room and bar staff should perform personal hygiene like regular hand washing and respiratory hygiene frequently.

6.2 Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.

6.3 Buffets should be ideally closed or each station should be manned by staff. No self service



6.4 Table Seating

- Whenever possible, it is recommended to have a maximum of 4 persons in an area of 10 square meters
- Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1m apart allowing guest to face each other from a distance of at least 1m.
- Consider replacing cloth covered seating surface with leather/ faux leather/ rexine or plastic for frequent and easier wipe downs.

7. Recreational areas for adults, children: Casinos, Spa, Gym, Playroom should be closed for the duration

8. Cleaning and Housekeeping

8.1 Cleaning and Disinfection

- The Management should maintain an Action plan backed by Time-sheet with strict monitoring to ensure adherence.
- Regular sanitizing and cleaning of lobby, restrooms and all common areas
- Regular sanitizing and cleaning of surfaces that come in contact with human touch
- Special consideration should be given to the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, lifts, etc.).
- Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc.
- All cleaning staff to be provided with appropriate protective materials
- All cleaning staff should be given additional training in the preparation, handling, application, and storage of cleaning products, mostly bleach, hydrogen peroxide and alcohol.
- Disinfect cleaning equipment with appropriate disinfection agent or according to manufacturer's instructions before using for other rooms.
- Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people.

- All used items must be handled appropriately to mitigate the risk of potential transmission. Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed off according to the hotel action plan and national regulations for waste management.
- Cleaning crews should be trained on use of PPE and hand hygiene immediately after removing the PPE, and when cleaning and disinfection work is completed. All rooms and common areas should be ventilated daily.
- In the event of a guest or employee is tested positive for the virus the hotel must carry out a full disinfection programme in conjunction with the local health authorities.
- Ensure proper management/disposal of garbage. Eco friendly practices must be followed.

8.2 Monitoring of sick guests: Housekeeping and cleaning staff should inform the management or the reception desk of any pertinent incidents, including possibly sick guests in their rooms. They must treat all this information with confidentiality.

8.3 Thoroughly sanitize and keep room empty for at least 48 hours after guest checkout

8.4 Area Per Person: Plan space management and review metrics like ‘area per person’ to practice physical distancing smoothly. Space management at multiple levels and overall use of interior space must be ‘Social distance’-themed.

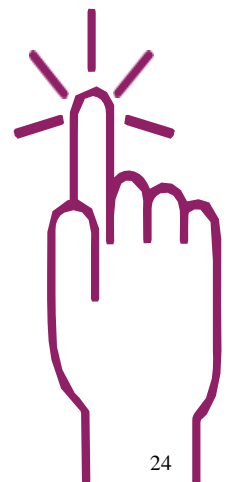
8.5 Gathering/ Meetings: Restricted to 25 people in a room until further notice from Government of Nepal.

8.6 Optional Housekeeping Programs: Guests can voluntarily forego housekeeping services

8.7 Logistical Suppliers of goods and services Contractors and suppliers of goods and services should follow safe systems of work and have sanitization systems in place

9. Points to Consider :

- Reduce the touch points as much as possible eg: leave doors open where possible
- Introduce virtual check-ins and check-outs with client identification codes in their mobiles and use of digital keys if possible.
- Elevator rides limited to minimum guests from the same car and bell staff to use separate lift.



- Temporary halt of room service facilities
- Display of COVID-19 etiquette and preventive measures in room TV instead of printed material
- Downsizing the contents of a guest room
- Facilitation of payment through digital wallet and e-pay
- Closing gym/health club facilities
- Deep cleaning of rooms after guest check out. Keep room vacant for 24 hours after checkout; re-clean the room, seal for further 24 hours before next guest checks in.
- Hotels to maintain a provision of few rooms as Isolation room/s for any suspected case/cases. The room to be thoroughly sanitized and kept vacant for a least 72 hours to eliminate risk.

10. Recommended Green Tips for Hotels

- Say no to plastic water bottles- Replace plastic bottles with glass bottles
- Install built-in refillable shampoo, soap, cream dispensers in bathroom and avoid using plastic wrapped soaps and mini plastic bottled amenities
- Provide segregated waste bins in every room.
- Provide a reusable bag for laundry.
- Keep handy Reusable shopping bags to borrow in rooms.
- Email invoices.
- Switch to eco-friendly fluorescent lights/ solar power to reduce electricity use.
- Keep lights, heating and air-conditioning turned off when the rooms are unoccupied.
- Put water savers on all taps and showers.



11. Recommended Green Tips for Smaller Hotels and Homestays

- Do not use plastic mineral water bottles
- Do not use plastic Straw
- Do not use disposable plastic plates and other cutleries
- Use less water by using low flow toilets
- Use LED light bulbs for all the lighting fixtures in hotel because they last longer, are durable and energy efficient.
- If possible, use solar panels for alternative electricity and also for uninterrupted supply.
- Use locally grown foods to support local farmers, and reduce the gasoline and other



costs needed to transport food long distances.

- Use bulk soap, shampoos, and lotions given to guests instead of individually packaged toiletries to cut down on waste
- Introduce non-smoking policies in rooms.
- Discourage Campfires

12. Improved Air Quality

- Keep room windows open to let in fresh air.
- Do not use air fresheners because most of these products contain chemicals and artificial aromas.
- Keep plants in common areas to improve air quality by absorbing toxins in the air
- Strict non-smoking policy in rooms and common areas.

Protocol for Restaurants

1. Pre- Opening

- **Communications and Staff Agreement**

Pre-reopening of the establishment, an online or offline meeting is recommended to make sure that the entire team agrees on the protocols and understands the modifications in the systems. Technical training is highly recommended as well on certain aspects of safety and the Standard Operating Procedure (SOP).



- **Promote Take away and online delivery to minimize risk.**

2. Checks Protocol

- **Thermal Checks** - Of employees, Guest and suppliers. This should be kept in a record - offline or online.
- **Entry Bar** - Employees, Guests or suppliers having symptoms of cough, cold, or fever.



- **Medical kit** - A full medical kit recommended by health professionals should be available in the premises, with at least two members of the team who know how to use it.
- Follow established Emergency Government Protocol in case there is a detected infection.
- Written notice boards should be posted in various places around the premise with regards for safety precautions from COVID-19

3. Hygiene Protocol

- **Hygiene Checklist and Schedule** - Development of a Comprehensive Hygiene Checklist (Refer Annex II) that includes best practices mentioned here. Check list should be adhered to using a Schedule and regularly monitored. This includes Staff Hygiene and Premise Hygiene. This should be available for inspection.



4. Physical Distancing Protocol

- Maximum occupancy calculated based on current physical distancing guidelines and as per the Notice pasted outside the facility.
- Tables adjusted to facilitate physical distancing best practices.

5. Recommended Physical Distancing Checklist

Working Teams

- Practice Precautions when commuting to work and at work.
- Use Mask around other team members, Guests and suppliers.
- Maintain physical distancing in common areas like kitchen and service areas.
- Table seating should be arranged according to established physical distancing guidelines, unless part of same family or group.

Guests

- Note name, contact details, time and date of visit for contact tracing.
- Follow recommended maximum capacity guidelines of the premises.

6. Recommended Hygiene Checklist



Working Teams

- Hand Wash upon entering the premises, after clearing the tables, after transactions, and after every toilet visit. A thorough hand wash every 20 minutes.
- Scheduled trainings and updates as the situation and guidelines change - recorded and monitored.
- Cough into armpits or into masks.
- Strictly follow established and agreed hygiene schedule of the premises.

Guests

- Use of hand-wash facilities and/or sanitizers upon entry of the premises.
- Practice Online Payment / self-administered Card Payments rather than cash payments.
Incase guest wants to do a cash payments, it is recommended to use cash tray.
- Observe respiratory hygiene (Cough/Sneeze into armpits).

Premises

- Easy access hand-wash facilities and hand-sanitizers.
- Opt for easy to clean tables and chairs - wood, plastic, metal or leather for easy sanitation and disinfection.
- Proper ventilation of the premises and limited use of controlled air appliances.
- Daily cleaning of working tables and surfaces using the schedule.
- Toilets and reception areas cleaned and disinfected regularly using a schedule.
- Availability of clean running water and soap and/or sanitizers in the toilets.
- Carpets, floors, curtains, linen cleaned and disinfected regularly as per set schedule.

7. Recommended Green Tips for Restaurants ⁱ

- Replace plastic straws with paper straws or made of biodegradable material.
- Avoid the use of single-serve, individually wrapped butter/ margarine/ ketchup/sauce /mayo/ honey/ jam at breakfast.
- Do not use plastic plates, cups and cutlery.
- Provide eco-friendly take-away packing.
- Responsible disposal of biodegradable and non-biodegradable waste.



PU001 Grooming and Personal Hygiene

Learning Objectives:

To introduce and maintain the standardized appearance and personal hygiene for the team of Hospitality and Tourism Sectors.

Eyewear

Eyewear should wear conservative and business like style of spectacles only with plain contact lenses / Simple design with clear lenses.



Watches

Large faced, oversized, colorful, flashy, sporty, digital and trendy watches are not acceptable, only conservative style with black and steel straps are allowed. No watch is allowed for employees in kitchen areas.



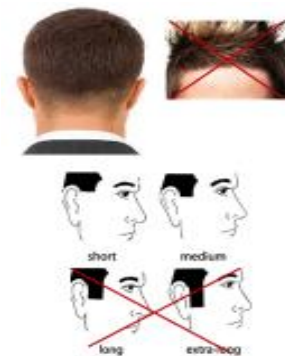
Name Tags

Name tags to be worn on left chest pocket/ Half a palm below shoulder and kept in good condition. Correct Name tag must be worn at all times while on duty. A well designed name badge demonstrates your professional commitment to placing the guest's wellbeing first



Hair Style for Male

Hair should be trimmed regularly and styled away from the face – short back and sides, not touching ear or collar. Sideburns should be trimmed regularly, cut straight at the tip and must not be longer than the middle of the ear. Spikes not allowed. Hair gel or mousse may be used conservatively. Hair color should be consistent and aligned with the original and natural appearance.



Hair Style for Female

Medium length hair up to mid back can be tied with a black rubber band or secured in a bun and covered with a hair net. Long hair from mid back should be secured in a bun and covered with a hair net. Pony tail should always be tied high and hair colours, dark roots, streaks or shadings are not acceptable.



Hands

Hands should appear well cared and manicured. Nails to be kept short and well trimmed; should not be longer than finger tips for male and should not be longer than 0.3 mm from finger tips for female.



Shoes

Plain black shoes or the shoes provided/approved by the company should be worn and it should be clean and polished.



Personal Hygiene

You should take care of your personal hygiene by daily shower, brushing teeth twice daily and applying deodorant.



Grooming is a form of personal discipline. Do not wait for somebody else to tell you to change your uniform or to have a haircut. Take pride in your personal appearance and show your pride.

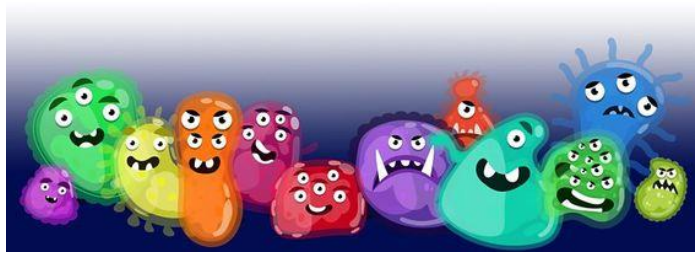
PU002 Microorganisms and Coronavirus

Learning objectives

To understand micro-organism, its types and transmission of organism

What is Microorganism?

A microorganism is a living thing that is too small to be seen with the naked eye. They are tiny. They are so small they can only be seen with a microscope. Yeast is a helpful microorganism which makes bread rise. Bacteria is a microorganism which breaks down plants into nutrients.



Microorganisms include bacteria, archaea, algae, protozoa, and microscopic animals such as the dust mite. They are also known as 'germs'. Harmful germs can make us unwell. Microorganisms can grow from 1 to thousand within minutes.

HARMFUL MICROORGANISMS	BENEFICIAL MICROORGANISMS
 <p>salmonella found on raw chicken</p>	<p>penicillin</p> 
<p>E coli found on raw meat</p> 	 <p>BLUE CHEESE</p>
<p>ringworm</p> 	<p>bacteria that turns milk to yogurt</p>  <p>YOGURT</p>
<p>athletes foot</p> 	<p>yeast for making bread</p> 
 <p>red algae</p>	<p>bacteria is a cow's stomach that allows the cow to digest grass</p> 
<p>strep bacteria</p> 	 <p>bacteria in your intestines used in digestion</p>

Image source: [teacherspayteachers.com](https://www.teacherspayteachers.com)

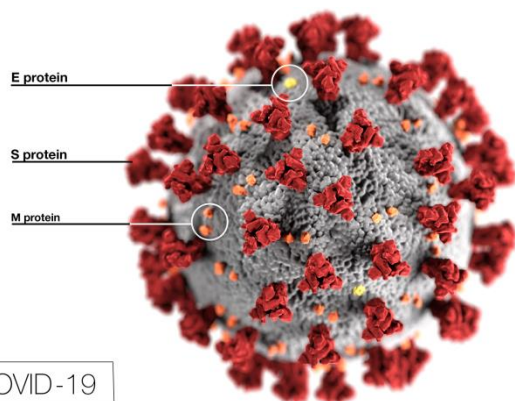
There are different categories of microorganisms they can be: normal flora, carrier and pathogens. They can transfer from one person to another via hands, medical instruments, air, water and blood and body fluids

To prevent the cross-contamination and transfer of microorganisms, it is necessary to perform hand hygiene. Good hygiene will avoid spreading these germs. Use soap and hot water to wash your hands after preparing food or using the toilet. This will kill bacteria.²

² BioCote 2020 (BiCote®- is the market leading antimicrobial technology supplier)

Coronavirus (COVID-19)

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.



Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes,

chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).³

Coronavirus: Key symptoms

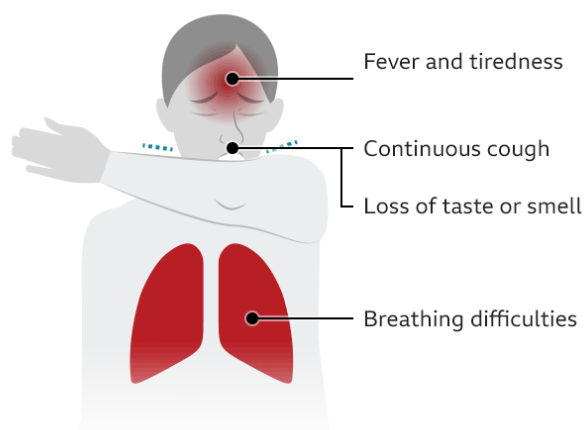


Image source: NHS BBC

³ WHO, 2020

Learning objectives

To encourage hygienic staff to perform proper hand hygiene and reduce personal risk

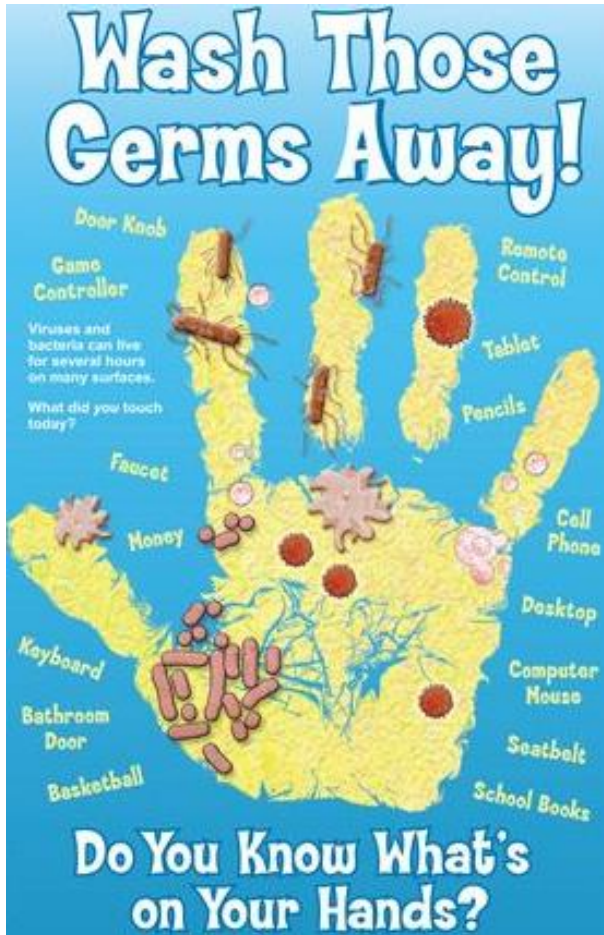


Image source: www.glogerms.com

Hand Hygiene

Hand hygiene is the simplest and most effective method of preventing any types of infection

When hands are visibly soiled we must wash hands with soap and water and use hand sanitizer when hands are not visibly soiled.

About 80% of infection are prevented by hand hygiene.



Image source: www.safeEggs.com



Image source: www.pinterest.com



Follow 7 steps of hand hygiene for 20 to 30 seconds to eliminate germs.



PU004 Workplace Hygiene and Sanitation

Learning objectives

To introduce and maintain the workplace hygiene with the aesthetic appearance as well as clinical hygiene practices in the Hospitality and Tourism Sector.



Image source: www.google.com

Importance of Workplace Hygiene

All workplace environments need to be hygienic and safe for both employees and visitors. Maintaining a clean work environment is critical in preventing foodborne illness. Bacteria can easily grow on dirty and unhygienic surfaces and contaminated food.



Cleaning and Sanitizing

Just because a work surface looks clean does not mean that it is sanitized and clinically clean. Always ensure that you clean and sanitize a work area before starting to prepare foods.

Cleaning with soap and detergents is just one of the step of the cleaning procedure, which will remove the visible dirt or grease only, but will not necessarily kill the bacteria or other pathogens. Only a sanitization process will kill bacteria and ensure the area is safe for food preparation.



Sanitizers

Leading sanitizers used in the food service industry are chlorine solutions (bleach), quaternary solutions (quats), and iodine.

Nowadays, the chemicals like Virex and Oxivir are also used to disinfect the surfaces to avoid the contamination of COVID-19. Use these materials according to the manufacturer's instructions and the material safety data sheet (MSDS) using the appropriate personal protective equipment (PPE).

Sanitation Plan

A sanitation plan is important in any food service preparation area. It ensures that all surfaces are cleaned on a regular basis and reduces the risks of transferring bacteria or other pathogens from an unclean surface to clean equipment such as cutting boards or tools. Sanitation plan requires a list of cleaning and sanitizing agents or



supplies with instructions on their safe use and storage together with a cleaning schedule, outlining how each item needs to be cleaned, who is responsible, and how frequently it happens. Make sure your workplace is regularly cleaned. This helps prevent the spread of infection, and a cleaned workplace maintains morale and a sense of professionalism.

Different ways to improve workplace hygiene.

1. Keep the air fresh and clean and install air purifiers

Air purifiers won't necessarily protect you from viruses, they can remove harmful particles such as allergens, mold, and smoke from indoor places. So, start by providing fresh and clean air for your employees if you haven't already.



2. Install hand sanitizers and promote hand hygiene



By installing hand sanitizers, you are also promoting hand hygiene. You are silently reminding your employees and customers to wash their hands and take care of the hygiene.

3. Set up cleaning schedules

This will not only reduce the possibility of any illness development but it will also give a sense of professionalism and that you care about the well-being of your employees and customers.



4. Sick days

A sick person is not a productive or efficient person. Allowing sick days will ultimately help those who are sick recover faster and it will contain further spreading of the illness.



5. Designate smoking and eating areas

By designating these areas you're making sure that everything works without interruptions and that the workplace stays clean.



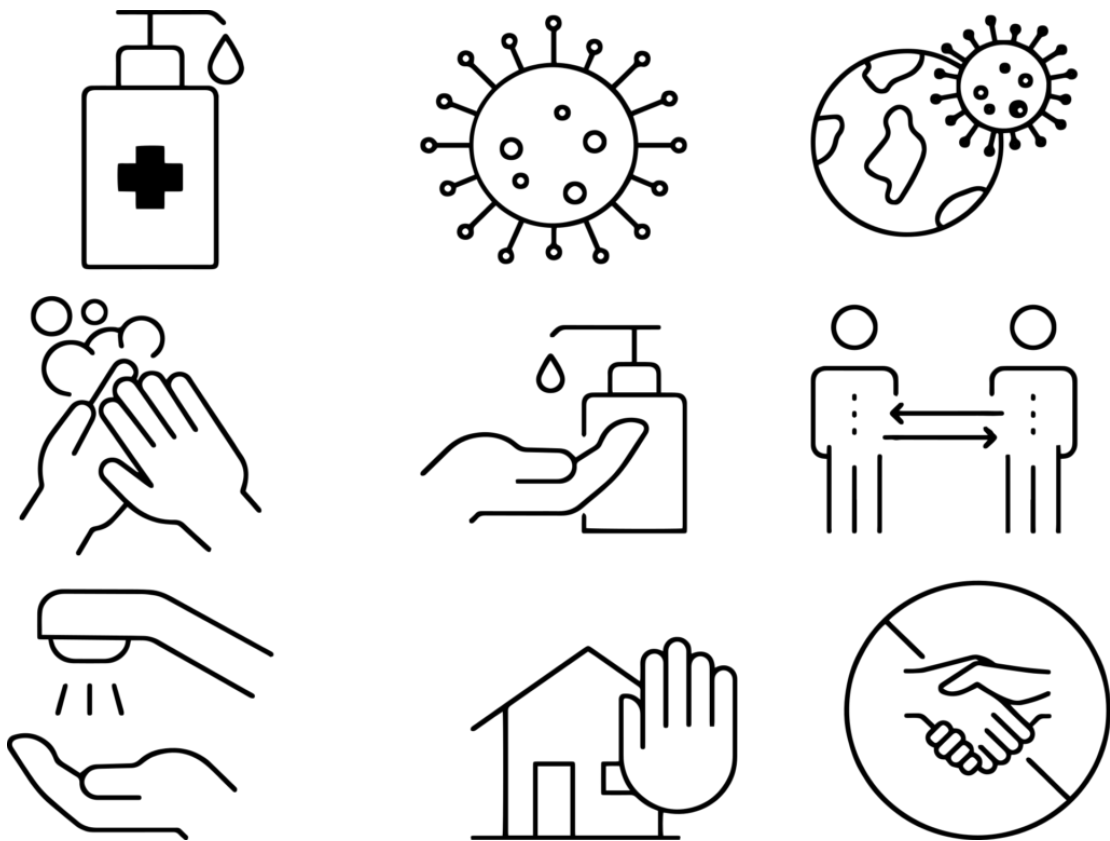
6. Protective clothing

By having protective gear you are lessening the risk of injury, illness, and legal problems and you are ensuring that the working environment is safe.



7. Keep track of hygiene practices

One way to ensure that the hygiene practices are being followed is to keep track of them and to often evaluate their benefits. If employees offer suggestions regarding workplace hygiene improvement, be sure to listen to them and acknowledge and even implement their suggestions. This way they will know that you value their opinion and that will make them want to participate in the cleaning and organizing their workspace even more.



PU005 Food Safety Standards

Learning Objectives:

To introduce the concept of basic level of food hygiene and food safety practices.

Food Hazards

Any substance in food that can cause illness or injury is called a hazard.

Most food born illness is the result of eating food that has been contaminated.

A food is contaminated means it contains harmful substances that can cause illness or injury.



Common Food Safety Hazards - Investigations into food-related illness have concluded that the frequent causes of hazard are:

- Improper cooling procedures;
- Inadequate refrigerated storing procedures;
- Holding prepared foods for too long;
- Poor personal hygiene;
- Failure to reheat food to the correct temperature before serving it;
- Not hot holding food correctly;
- Cross-contamination from raw to cooked foods;
- Not cleaning and sanitizing equipment properly; and
- Inadequate cooking.

▪ **There are three main types of food safety hazards:**



- **1. Microbiological (e.g. Bacteria)**



- **2. Chemical (e.g. cleaning chemicals, pesticides, etc.)**



- **3. Physical (e.g. broken glass, hair, etc.)**



FOOD + SAFETY

Cover All Four Bases To Avoid Foodborne Illness

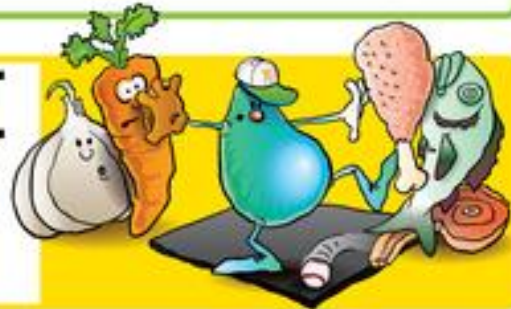


CLEAN

Your hands, tools, and food preparation area should all be clean before you cook.

SEPARATE

Steer clear of cross-contamination by keeping raw meat, poultry, seafood & eggs separate from all other foods.



COOK

Cook to proper temperature and serve hot: Don't stay in the danger zone!

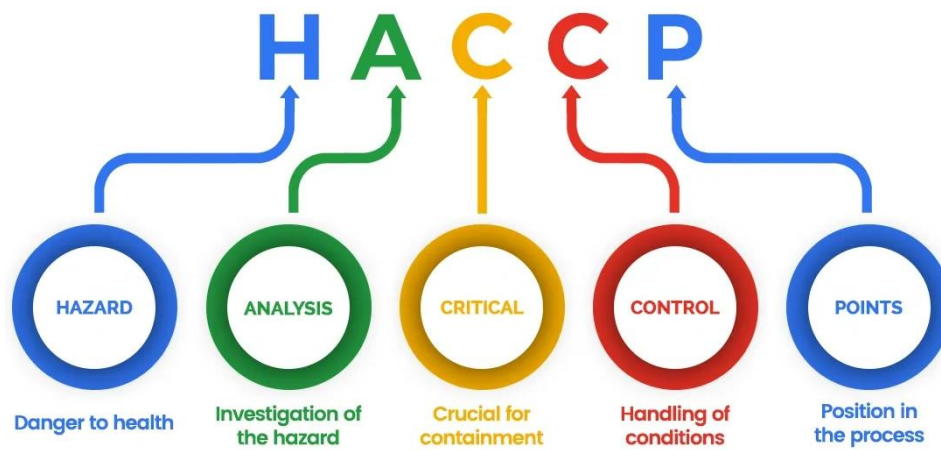
Cook your food completely and make sure it reaches the proper temperature before eating. Use 165° for leftover reheating. Avoid the danger zone between 40° and 140°F. See foodsafety.gov for the USDA safe meat temperature guide.

Chill quickly: Don't be in the danger zone! **CHILL**

Chill leftovers quickly or within 1-2 hours. Defrost food in the refrigerator or under cold running water. Serve and store cold food cold below 40F.



Image source: www.foodandhealth.com



The 7 Steps of HACCP (Hazard Analysis and Critical Control Point)

1. Perform a Hazard Analysis

- Consider possible food hazards in your establishment.
- Could be related to ingredients, staff, equipment, chemicals, processes, etc.
- Evaluate the likelihood and severity of each hazard to determine which should be addressed in a HACCP plan.

2. **Determine Critical Control Points (CCPs)** – a step or procedure where a food hazard can be prevented, eliminated, or reduced to a safe level.

3. **Set Critical Limits** – a measurable or observable parameter that must be achieved to control a hazard.

4. Establish a Monitoring System.

- How will you ensure that critical limits are met?

5. **Establish Corrective Actions.**

- What must be done if a critical limit is not met?

6. **Establish Verification Procedures** – ongoing procedures to ensure that your HACCP plan works.

7. **Establish Recordkeeping Procedures.**

- Summary of the hazard analysis
- HACCP plan
- Supporting documents used to establish CCPs, critical limits, and other procedures
- Records created during plan operation, including monitoring, corrective action, and verification records.⁴

⁴ Typsy, 2020 (www.typsy.com)

5 Keys to Safer Food

Follow these simple tips to stay healthy



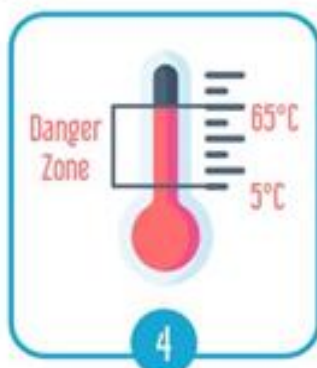
1
Maintain good personal hygiene



2
Separate raw & cooked food



3
Cook and reheat food thoroughly.



4
Keep food at safe temperature



5
Use clean, potable water to wash raw food items

Image source: www.fssai.gov.in

PU006 Food Poisoning

Learning Objectives

To encourage staffs of Hospitality and Tourism Sector to perform proper food handling in order to avoid food spoilage, food poisoning or any other food borne illness.

Causes of Food Poisoning

Foodborne illness, more commonly referred to as food poisoning, is the result of eating contaminated, spoiled, or toxic food.

Pathogens can be found on almost all of the food that humans eat. However, heat from cooking usually kills pathogens on food before it reaches our plate. Foods eaten raw are common sources of food poisoning because they don't go through the cooking process.

Occasionally, food will come in contact with the organisms in fecal matter. This most commonly happens when a person preparing food doesn't wash their hands before cooking.



Common foods prone to food poisoning

Meat, eggs, and dairy products are frequently contaminated. Water may also be contaminated with organisms that cause illness. Some foods are more likely to cause food poisoning because of the way they're produced and prepared. Meat, poultry, eggs, and shellfish may harbor infectious agents that are killed during cooking. If these foods are eaten in their raw

form, not cooked properly, or if hands and surfaces are not cleaned after contact, food poisoning can occur.

Other foods that are likely to cause food poisoning include:

- sushi and other fish products that are served raw or undercooked
- deli meats and hot dogs that are not heated or cooked
- ground beef, which may contain meat from several animals
- unpasteurized milk, cheese, and juice
- raw, unwashed fruits and vegetables

Preventing Food Poisoning

The best way to prevent food poisoning is to handle your food safely and to avoid any food that may be unsafe.

Always wash your hands before cooking or eating food. Make sure that your food is properly sealed and stored. Thoroughly cook meat and eggs. Anything that comes in contact with raw products should be sanitized before using it to prepare other foods. Make sure to always wash fruits and vegetables before serving.⁵

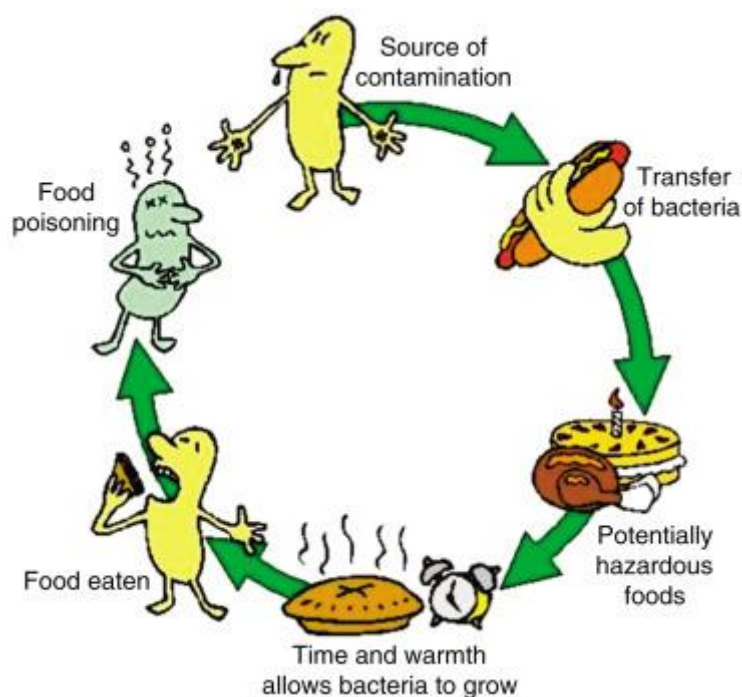


Image source: www.docplayer.net

⁵ Centers for Disease Control and Prevention, 2020 (www.cdc.com)

PU007 Cross Contamination

Learning Objectives

To educate staffs of Hospitality and Tourism Sector on avoiding the cross contamination of ingredients in a kitchen by using different tools and workspaces.

Cross Contamination

Cross-contamination occurs when pathogens – microorganisms like bacteria that can cause disease – are transferred from one food product or surface to another, potentially resulting in foodborne illness.



Image source: www.google.com

Some causes of cross contamination:

- Contaminated ingredients are added to food that receives no additional cooking.
- Ready-to-eat food comes into contact with a contaminated surface.
- A contaminated food touches, or drips fluid, onto a cooked or ready-to-eat food.
- A food handler touches a contaminated food and then touches a ready-to-eat food.
- A contaminated wiping cloth touches food-contact surface.

Three broad types of contaminants:

- Biological Contamination
- Chemical Contamination
- Physical Contamination

Preventing Cross Contamination⁶

Preventing cross-contamination is a key factor in preventing foodborne illness.

When shopping:

- Separate raw meat, poultry, and seafood from other foods in your grocery-shopping cart.
- Place these foods in plastic bags to prevent their juices from dripping onto other foods.
- It is also best to separate these foods from other foods at check out and in your grocery bags.

When refrigerating food:

- Place raw meat, poultry, and seafood in containers or sealed plastic bags to prevent their juices from dripping onto other foods. Raw juices often contain harmful bacteria.
- Store eggs in their original carton and refrigerate as soon as possible.

Keep it clean:

- Wash hands and surfaces often. Harmful bacteria can spread throughout the kitchen and get onto cutting boards, utensils, and counter tops.
- To prevent this: Wash hands with soap and hot water before and after handling food, and after using the bathroom, changing diapers; or handling pets.
- Use hot, soapy water and paper towels or clean cloths to wipe up kitchen surfaces or spills. Wash cloths often in the hot cycle of your washing machine.
- Wash cutting boards, dishes, and counter tops with hot, soapy water after preparing each food item and before you go on to the next item.



⁶ Australian Institute of Food Safety, 2020

Image source: www.esenciaspanamenes.com

Cutting boards:

- Always use a clean cutting board.
- If possible, use one cutting board for fresh produce and a separate one for raw meat, poultry, and seafood.
- Once cutting boards become excessively worn or develop hard-to-clean grooves, you should replace them.



Image source: www.thespruceeats.com

Marinating food:

- Always marinate food in the refrigerator, not on the counter.
- Sauce that is used to marinate raw meat, poultry, or seafood should not be used on cooked foods, unless it is boiled just before using.

Fruits and vegetables:

- Rinse fresh fruits and vegetables in running tap water to remove visible dirt and grime.
- Remove and discard the outermost leaves of a head of lettuce or cabbage.
- Because bacteria can grow well on the cut surface of fruit or vegetables, be careful not to contaminate these foods while slicing them up on the cutting board, and avoid leaving cut produce at room temperature for many hours.



When serving food:

- Always use a clean plate.
- Never place cooked food back on the same plate or cutting board that previously held raw food.



Image source: www.freepik.com

PU008 – Food Temperature Control

Learning Objectives

To educate all the staffs of Hospitality and Tourism Sector in ensuring that foods are cooked and served to the correct temperature in order to maintain the safety precaution as it can be dangerous if served without proper preparation and temperature control.

Temperature Danger Zone

Any temperature between 40 F (4.4 C) and 140 F (60 C) is considered the "danger zone" for food. If food stays in this danger zone for too long, harmful bacteria can grow to levels that could cause illness.

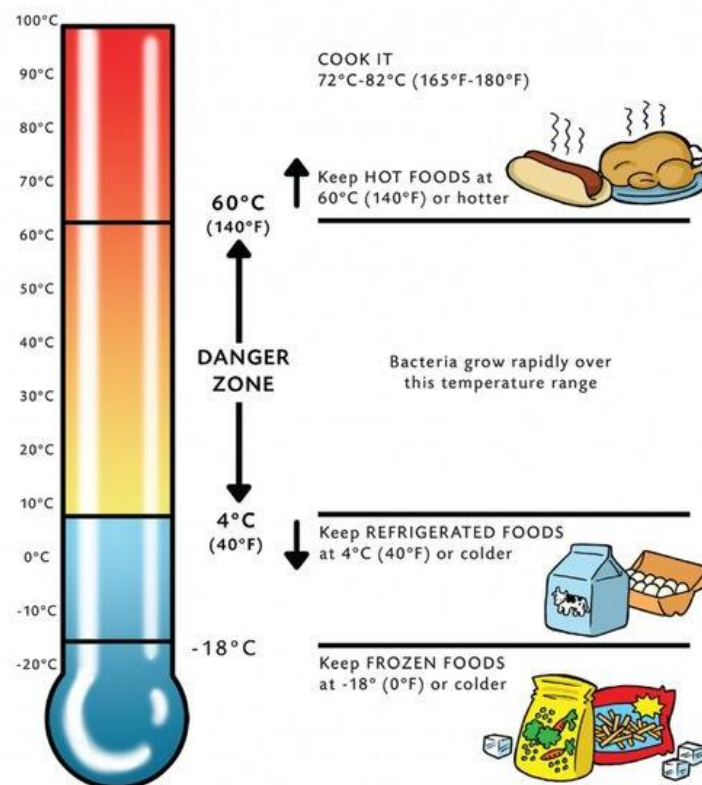


Image source: www.foodbankscanada.ca

Methods to control food temperature and avoid danger zone

- Never leave food out of the refrigerator for over 2 hours. If the temperature is above 90 F (32.2 C), no more than 1 hour.
- Keep hot cooked food at or above 140 F (60 C) if you aren't serving it right away or if you are serving buffet-style. Slow cookers, chafing dishes, and warming trays are good for keeping food warm for serving or use a warming drawer or the Keep Warm setting of the oven (usually between 150 F (65.5 C) and 200 F (93.3 C)).



- Put leftovers in shallow containers so they will cool quickly. They must be refrigerated at 40 °F (4.4 °C) or below within 2 hours -1 hour if the temperature is above 90°F (32.2° C).
- Leftover food that won't be eaten within about 3 days should be frozen. Foods frozen for a very long time can lose quality, but if frozen at a constant temperature of 0 °F (-18 °C), the food will be safe.
- Always label freezer containers and bags with the name of the food or dish and the date.
- A vacuum sealer is an excellent way to store food, and the appliance is worth considering if you freeze food often. There's no air in vacuum-sealed food, so no freezer burn.
- Foods frozen in freezer bags or containers should be used within 3 to 6 months for best quality, while vacuum-sealed food can be frozen for up to 2 years or longer with no loss of quality.

Safe Internal Meat Temperatures

Type of Meat	Internal Temperature
Beef Roasts	145°F
Leg of Lamb	145°F
Whole Chicken	165°F
Chicken Pieces (Breasts or Thighs)	165°F
Duck or Goose	165°F
Turkey	165°F
Veal	145°F
Pork Roast or Tenderloin	145°F
Fresh Ham	160°F
Fully Cooked Ham	140°F
Fish	145°F



PU009 – Importance of Proper Food Storage

Learning Objectives

To educate all the staffs of Hospitality and Tourism Sector in ensuring foods in the kitchen are stored properly to avoid cross contamination, foods spoilage, and messy, unhygienic kitchen.

Food Storage

Food storages either in a fridge or in a dry store are the main part of food safety. Meaning it is a fundamental area in the kitchen that can help prevent contamination from happening.

Food Storage can be categorized into two areas:

- Perishable foods (Cold storage)
- Dry goods



Foods must be separated in a manner that prevents contamination from three sources, i.e Biological (eg. Bacteria), Chemical (eg. Concentrated chemicals) and Physical (eg. Wood splinters). These are the three main sources of contamination and all aspects of food storage will relate back to these main factors for both cold and dry storage.

Cold Storage

The first requirement regarding the storage of food in fridges and freezers is that all raw foods should be separated from ready-to-eat-foods (RTE). This means raw foods must be stored below and RTE food stored above.

Any food that has been cut or prepared and will not undergo any cooking, as some items used to make salads should be stored in the upper most shelves. Fruits & vegetables that have not been cut or prepared (we expect raw vegetables to contain bacteria from the soil) can be stored below RTE-foods.



Following these, raw meats and fish should be stored below the above items, as these have the highest amount of bacteria present and are therefore most likely to cause harm should cross-contamination take place. It is also recommended that shell fish be stored separately from all else, due to the severity of allergic reactions

All foods should also be covered, date coded and labeled, in order to ensure that a good stock rotation system is in place. Using the first in first out (FIFO) rule should always apply.



Dry Storages

Much like the principles used for cold storage, all dry goods should have a date code or expiry date in order to ensure a First In First Out policy. Dry storage areas are more likely to encounter chances of chemical and physical contamination than cold storage, yet still have the possibility of biological contamination.

The dry store is often overlooked in terms of food safety, because of the long shelf-life of the products. Yet for example, a weevil infestation could contaminate all your dry stock in a matter of days. Therefore, all goods should be covered, in order to ensure quality is maintained, and to prevent harborage of insects and pests.

Foods should be stored separately from equipment and chemicals. Reseal opened containers or transfer to resealable containers. All decanted items should be given a date code and include the expire date.⁷

⁷ Hygiene Food Safety, 2020 (www.hygienefoodsafety.org)

PU010 – Understanding Food Allergens

Learning Objectives




To educate all the staffs of Hospitality and Tourism Sector in treating food allergies seriously and preparing the food carefully in a safe environment – without cutting corners as it can be deadly.

Food Allergens

Food allergens are typically naturally-occurring proteins in foods or derivatives of them that cause abnormal immune responses.

Common Food Allergens⁸

Although nearly any food can trigger an allergic reaction, there are nine foods that cause the majority of reactions.

	Allergy to cow's milk is the most common food allergy in infants and young children. About 2.5 percent of children under three years old are allergic to milk. Nearly all infants who develop an allergy to milk do so in their first year of life.
	Egg allergy is one of the most common food allergies in children, second only to milk allergy. Most children eventually outgrow an allergy to egg.
	Peanut allergy is one of the most common food allergies. Peanuts are not the same as tree nuts (almonds, cashews, walnuts, etc.), which grow on trees. It grow underground and are part of a different plant family, the legumes. Being allergic to peanuts does not mean you have a greater chance of being allergic to another legume.

⁸ Food Allergy Research & Education, 2020 (www.foodallergy.org)



Soybean allergy is one of the more common food allergies, especially in babies and children. Soybeans are a member of the legume family. Beans, peas, lentils and peanuts are also legumes. Being allergic to soy does not mean you have a greater chance of being allergic to another legume, including peanut.



Wheat allergy is most common in children and is usually outgrown before adulthood. Two-thirds of children with a wheat allergy outgrow it by age 12.



Tree nut allergy is one of the most common food allergies in children and adults. Tree nuts include walnut, almond, hazelnut, cashew, pistachio and Brazil nuts. These are not the same as peanuts, which are legumes, or seeds, such as sunflower or sesame.



Shellfish is one of the more common food allergies. This allergy usually is lifelong. About 60 percent of people with shellfish allergy experience their first allergic reaction as adults. There are two groups of shellfish: crustacea (such as shrimp, crab and lobster) and mollusks (such as clams, mussels, oysters and scallops). Crustacea cause most shellfish reactions, and these tend to be severe.



Finned fish is one of the most common food allergies. This allergy usually is lifelong. About 40 percent of people with fish allergy experience their first allergic reaction as adults. Salmon, tuna and halibut are the most common kinds of fish people are allergic to.



Sesame is a common ingredient in cuisines around the world, from baked goods to sushi. Several reports suggest this allergy has increased significantly worldwide over the past two decades. Therefore, sesame has been added to the list of “major food allergens” that must appear on ingredient labels of processed foods.

Some Common Food Allergens

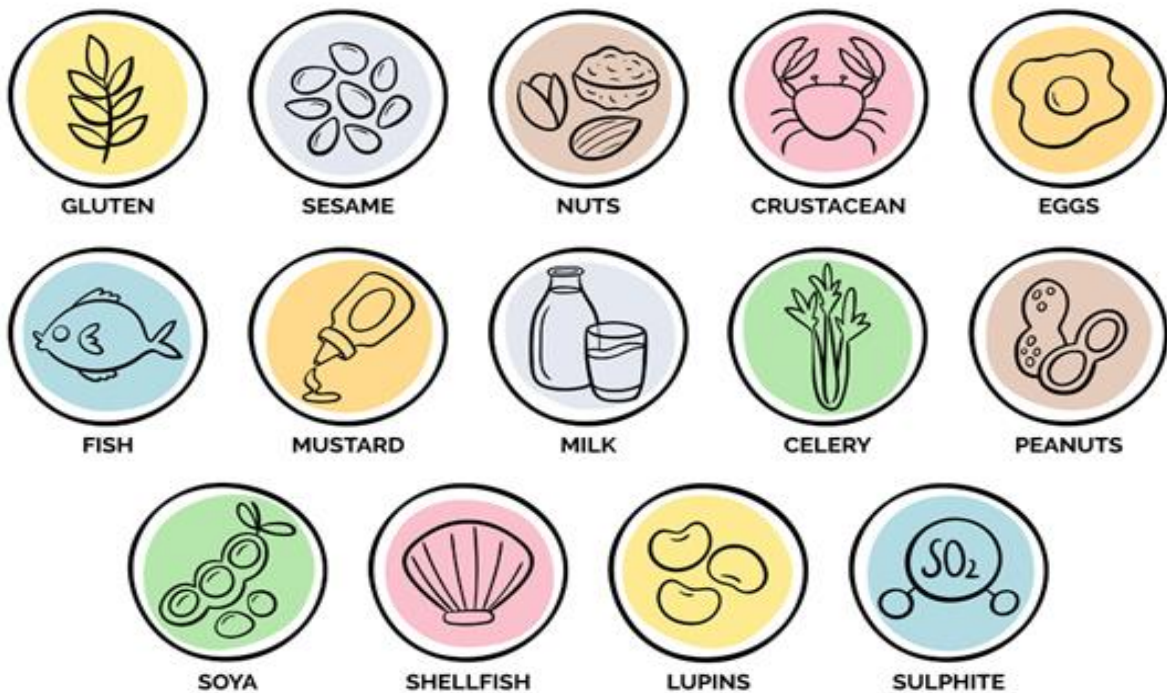


Image source: www.123rf.com

PU011 - Correct technique of usages of cleaning equipment and storage

Learning Objectives:

To train and increase the competence of all the cleaning team of Hospitality and Tourism Sector on proper techniques and usages of cleaning equipment and proper storage

Type of common cleaning equipment

Mop Wringer Trolley	
Wet Mop Set	
Damp Mop Set	
Damp Mop Set	

<p>Glass Cleaning Wiper Set</p>	
<p>Telescope Rod</p>	
<p>Micro Fiber Colour cloths</p>	
<p>Dust Pan Set</p>	
<p>Spray Bottles</p>	
<p>Cleaning green pads</p>	

Storage of Equipment

- Ensure that all tools and equipment are returned to the store at the end of the shift.
- Always ensure that returned tools and equipment are cleaned before placing them back properly in the allotted storage space. All equipment cords are to be wound neatly around the machine before storing.
- Ensure that all tools and equipment are returned to the store at the end of the shift.
- Arrange all accessories neatly in the spaces allotted. Small items are to be kept in a box. Buckets are to be placed neatly on the shelf and pads must be hung up on hooks provided or as per the standard.
- All equipment cords are to be wound neatly around the machine before storing.
- Place all carts/trolleys neatly in the corner. Do not block the passage. Ensure that the store is locked when you leave.
- Report maintenance problems found while cleaning immediately.



PU012 – Proper usage of correct cleaning chemicals and storage

Learning Objective

To train and increase the competence of all the cleaning team of Hospitality and Tourism Sector on proper usages of right cleaning chemicals on right materials and proper storage.

Types and usages of cleaning chemicals:

					
<p>TASKI R1 (Bathroom Cleaner cum Sanitizer Concentrate)</p>	<p>TASKI R2 (Hygienic Hard Surface Cleaner Concentrate)</p>	<p>TASKI R3 (Glass Cleaner Concentrate)</p>	<p>TASKI R4 Shine-Up (Furniture Maintainer)</p>	<p>TASKI R6(Heavy Duty Toilet Bowl Cleaner)</p>	<p>VIREX II 256 (One-step, quaternary-based disinfectant cleaner)</p>

Image source: www.diversery.com

Importance of chemical storages

- Ensure that all cleaning chemicals are returned to the store at the end of the shift.
- All chemicals must be stored properly in clean containers which are closed tightly to prevent spillage and so as to conserve their effectiveness.
- Be careful with chemicals. Chemical containers must be closed properly after use. Do not leave the caps lying around.
- Handle chemicals as per description. Ensure that the store is locked when you leave.



PU013 – Importance of Cleanliness and Sanitation in Kitchen

Learning Objectives

To educate all the staffs of Hospitality and Tourism Sector in being mindful of routine cleanliness to ensure legal standards are not compromised and everything in the kitchen are clean and sanitized.

Importance of cleanliness and sanitation in a kitchen

Good sanitation is one of the most important priorities in a commercial kitchen. It's more than just wiping down the tables, chairs and counters. It's making sure that your staff is trained in cross-contamination prevention and performing a wide range of cleaning duties on daily, weekly, monthly and yearly schedules.

A clean commercial kitchen reduces harmful bacteria. Poor cleaning and personal hygiene habits/practices can cause food contamination, food poisoning, and spread of infection. Most food-related illnesses are the result of unsanitary food handling practices. Having just one case of food poisoning linked to your restaurant is enough to destroy your reputation.

All restaurant personnel should be trained in cleaning. From regularly washing their hands to knowing which cleaning products to use for surfaces, floors and equipment, the focus is on customer and staff safety.

Ways to improve kitchen hygiene.



Every commercial kitchen should have a cleaning checklist and schedule. Timelines may vary, but it will help ensure that every utensil is sterilized and the grease trap drained.

Wash hands before performing the next job function after touching other food, and after smoking, chewing tobacco, eating and drinking, taking out the garbage, changing diapers, touching body parts such as the mouth or going to the washroom. Wash hands before and after handling raw food, especially meat and poultry.

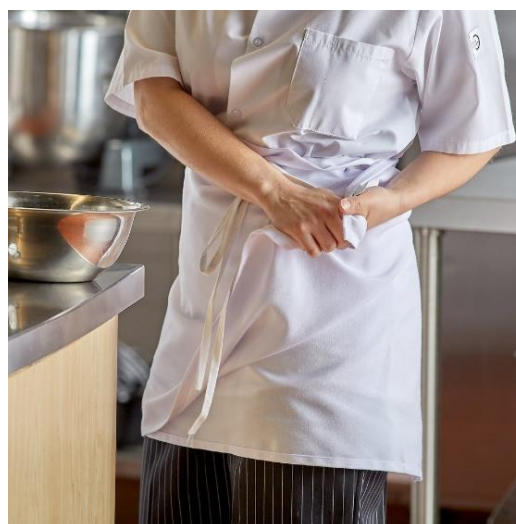


Report immediately any symptoms of illness or infection to your supervisor. It may not be appropriate for you to handle food while you are sick. Cover any cuts with a bandage and wear clean gloves. However, do not wear rubber or latex gloves near open flames or other heat sources. Gloves may melt or catch fire. Change gloves if you touch anything that would normally require you to wash your hands.

Wear hair nets to help prevent loose hair from falling on food. The average person loses about 50 hairs per day. Use tools or utensils to serve food whenever possible. Touch food with your hands as little as possible. Use a clean spoon each time you taste or sample food. Touch only the handles of flatware/utensils when setting the table.

Things to avoid in kitchen

- Do NOT wear jewellery in food preparation areas, especially rings; they may collect dirt or bacteria and make it harder to clean your hands. Similarly, keep nails trimmed short and do not wear nail polish.
- Do NOT use aprons to dry your hands.
- Do NOT smoke in food preparation areas.
- Do NOT store garbage in the food preparation area. If possible, store garbage in a cold place to prevent bacteria growth and pest infestation.



Things to consider while cleaning kitchen

Use good cleaning and storage techniques to reduce the chance of food borne illnesses. The highest levels of contamination are found in areas that are damp, such as kitchen sponges, dishcloths, sink drains, and faucet handles.

Maintain the general cleanliness of the kitchen by disposing of food scraps properly and removing crumbs, wiping counters clean with soap and water and sanitize with a disinfectant, sweeping and wet mopping floors to remove food, cleaning all surfaces, including counter tops, faucets, handles and knobs, refrigerator handles, stoves/ovens, other appliances, etc.

Inspect kitchen for signs of microbiological growth such as mould, slime, and fungi. Clean the affected area appropriately. Inspect the kitchen for any plumbing leaks. Notify your supervisor to get it repaired.

Choose an effective cleaning agent or disinfectant for the job. Most cleaning can be done using water and soap. Some resources will recommend disinfecting with bleach. While bleach is an effective disinfectant, it must be used with care. To sanitize, clean with 5mL (1 tsp) of bleach in 750 mL (3 cups) of water in a labelled spray bottle.

Make sure that cleaning equipment and materials are conveniently located close to where they are needed. Launder dishcloths, aprons and towels by using a washing machine. Clean the food storage area regularly where dry goods, pasta, rice, canned foods, and cereals are stored to prevent buildup of crumbs and other pieces of food.



PU014 – Food Act

Learning Objectives

To introduce and educate all the staffs of Hospitality and Tourism Sector about an act made to maintain purity in foodstuffs.

Prohibition on production, sale or distribution of adulterated foodstuff or sub-standard

foodstuff: No person shall produce, sell, distribute, export or import the adulterated foodstuffs or sub-standard foodstuffs or possess such foodstuff for any of such purposes.



Prohibition on sale of foodstuff by lying

or misleading: No person shall sell or distribute any foodstuff in the name of any other foodstuffs or any foodstuff below the standard in the name of the foodstuff of higher standard by lying or misleading.⁹

Punishment:

0. Any person who produces, sells, exports or imports the sub-standard food may be punished with a fine from Rs. 1,000/- to Rs. 2,000/-, for the first instance, with a fine from Rs. 2,000/- to Rs. 5,000/-, for each instance from the second instance onwards, or with imprisonment for a term from six months to one year or with both.
1. Notwithstanding anything contained in sub-section (1), if an itinerant seller or vendor who sells milk, curd or other food without opening a shop violates this Act or the rule or order framed or issued under this Act, such vendor may be punished with a fine from Rs. 50/- to Rs. 200/-, for the first instance, and from Rs. 200/- to Rs. 500/-, for the second instance, or with imprisonment for a term not exceeding three months and

⁹ Department of Food Technology and Quality Control, 2020 (www.dftqc.gov.np)

with a fine from Rs. 500/- to Rs. 1,000/- or with imprisonment for a term from three months to six months or with both, for each instance from the third instance onwards.

2. Any person who produces, sells, exports or imports the Adulterated Food may be punished with a fine from Rs. 5,000/- to Rs. 10,000/- or with imprisonment for a term from one year to two years or with both.
3. If, after consuming any adulterated food, any person is likely to die or dies or suffers an irreparable bodily damage or is likely to suffer such damage, the producer or seller of such adulterated food may be punished with a fine from Rs. 10,000/- to Rs. 25,000/- and imprisonment for a term not exceeding three years; and such producer or seller has to provide a compensation in a sum from Rs. 25,000/- to Rs. 100,000/- to the person affected from that adulterated food or his heir.
4. Any person who violates any provision of this Act or any matter contained in a rule or order framed or issued under this Act, other than the matters as referred to in sub-sections (1), (2), (3) and (4), may be punished with a fine not exceeding Rs. 1,000/-

Liability of offense committed by firm or body corporate: If any firm or body corporate violates this Act or the rule or order framed or issued under this Act, in the case of a firm, its owner or partner, and in the case of a body corporate, the chief administrative officer carrying out the functions of that body, shall be liable to the punishment for purposes of sub-section (1) of section 5. Provided, however, that in the case of any act and action carried out prior to his/her being partner or such administrative officer or if s/he proves that s/he was not in a position to know the violation, such a person shall not be liable for such punishment.

PU015 – Bathroom Cleaning

Learning Objective

To train and increase the competence of all the cleaning team of Hospitality and Tourism Sector on proper usages of right cleaning chemicals on right materials and proper storage.



Steps on Cleaning the Washroom¹⁰

 <p>1. Put chemical in the toilet bowl</p>	 <p>2. Empty the rubbish Bins</p>	 <p>3. Clean the vanity counter</p>
 <p>4. Clean the toilet bowl</p>	 <p>5. Clean the wall</p>	 <p>6. Clean the bathroom door</p>
 <p>7. Clean the floor</p>	 <p>8. Replenish toilet paper</p>	 <p>9. Report defects</p>

¹⁰ Soaltee Crowne Plaza Kathmandu, 2020 (Standard Operation Procedure)

Steps on Cleaning the Toilet

- Preparation
- Flush the Toilet
- Clean Toilet Inner Bowl
- Clean Toilet Cover and Seat
- Clean the outside part of the Toilet
- Rinse Toilet Cover, Seat and Outside part of the Toilet
- Wipe Dry
- Report if any defects



Steps on Cleaning the Mirror

- Preparation
- Spray the surface of the mirror with glass cleaner (Glance) and clean the mirror with a clean cloth, wiping from left to right and top to bottom.
- Report if any defects



Steps on cleaning the Vanity Top, Hand Wash Basin and Tumblers

- Preparation
- Clean the soap dish, vanity top, taps, basin and stopper using a green pad and general-purpose cleaner. Remove all dirt, soap-stains and water buildup.
- Report if any defects



PU016 - Walls, floors and deep cleaning

Learning Objective

To train and increase the competence of all the cleaning team of Hospitality and Tourism Sector on proper cleaning of walls, floors, and other areas of the ward. Knowledge and techniques of weekly special cleaning.



Floors and walls cleaning process¹¹

- Thoroughly clean walls by using a sponge and general-purpose cleaner to ensure all dirt and stains are removed.
- Rinse thoroughly with water starting from the top of the wall.
- Dry with a cleaning cloth; ensure that the wall surface is free of dust, stains and watermarks.
- Wipe the top of the partitions with a damp cloth, thoroughly removing dust.
- Clean the doors and partitions using a sponge and general-purpose cleaner. Remove all spots and stains.
- Use scrubbing pad and R2 (Floor Cleaner) to scrub spots and stains.
- Scrub the floor, paying special attention to floor under wash basin, area around the toilet bowl, all edges and corners and area behind the bathroom door.
- Double check that floor is free from stains, watermarks and hair.

¹¹ Soaltee Crowne Plaza Kathmandu, 2020 (Standard Operation Procedure)

Cleaning Principles (I)

1. Front to Back
2. Large to Small
3. Top to Bottom
4. Unplug/ Disconnect
5. Secure Food
6. Avoid Cross Contamination



Cleaning Principles (II)

- | | |
|------------------|-------------------|
| 1. Front to Back | 2. Large to Small |
| • Guest-facing | • Fixtures |
| • Back of house | • Furniture |
| • Exterior | • Equipment |

Front of House: Top to Bottom¹²

	TOP	<ul style="list-style-type: none"> • Ceiling tiles or panels • Fans • Vents • Ventilation systems • Light fixtures • Speakers • TV's 		
	MIDDLE	<table border="0"> <tr> <td> <ul style="list-style-type: none"> • Bar surfaces • Table surfaces • Handrails • Chairs/seating • POS • Remotes • Trays/utensils • Light switches • Tablets </td> <td> <ul style="list-style-type: none"> • Door handles/knobs • Walls/artwork • Cabinets/drawers • Refrigerators • Soda/bar guns • Brewing equipment • Host stand </td> </tr> </table>	<ul style="list-style-type: none"> • Bar surfaces • Table surfaces • Handrails • Chairs/seating • POS • Remotes • Trays/utensils • Light switches • Tablets 	<ul style="list-style-type: none"> • Door handles/knobs • Walls/artwork • Cabinets/drawers • Refrigerators • Soda/bar guns • Brewing equipment • Host stand
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BOTTOM	<ul style="list-style-type: none"> • Flooring – hard surface/carpet • Mats • Grout • Drains • Base boards 			

¹² Soaltee Crowne Plaza Kathmandu, 2020 (Standard Operation Procedure)

Back of House: Top to Bottom



TOP	<ul style="list-style-type: none"> • Ceiling tiles or panels • Vents • Ventilation systems • Light fixtures • Hood 		
MIDDLE	<table border="0"> <tr> <td> <ul style="list-style-type: none"> • Shelving • Cooking equipment • POS/printers • Phones • Light Switches • Stainless tables • Prep areas/sinks • Receiving areas • Dry storage • Walls </td> <td> <ul style="list-style-type: none"> • Cabinet/drawers • Refrigerators/freezers • Soda/bar guns • Brewing equipment • Door handles/knobs • Walls/FRP • Hand sinks • Dish area </td> </tr> </table>	<ul style="list-style-type: none"> • Shelving • Cooking equipment • POS/printers • Phones • Light Switches • Stainless tables • Prep areas/sinks • Receiving areas • Dry storage • Walls 	<ul style="list-style-type: none"> • Cabinet/drawers • Refrigerators/freezers • Soda/bar guns • Brewing equipment • Door handles/knobs • Walls/FRP • Hand sinks • Dish area
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BOTTOM	<ul style="list-style-type: none"> • Flooring – hard surface • Mats • Grout • Drains/floor sinks\Grease traps • Pipes – PVC etc. • Base boards 		

PU017 – Waste Management and Environmental Sustainability

Learning Objectives

To train and enhance the knowledge of the team of Hospitality and Tourism Sector to clean and manage waste disposals.



Waste Management

Waste management or waste disposal is all the activities and actions required to manage waste from its inception to its final disposal which includes collection, transport, treatment and disposal of waste together with monitoring and regulation.

Waste Management Plan

Reducing waste make good business sense! To organize a successful waste management for your establishment that will minimize it to a minimum and utilize existing waste in the best possible way you need to do the following actions:

- Create a team of responsible persons for this job
- Track and analyze the waste in an outlet
- Review the documentation on the purchased goods and review the business decisions
- Conduct inventory frequently in order to compare purchase and quantity of garbage
- Change menu in order to minimize quantity of leftovers
- Create a rules for this program
- Recycle everything what can be recycled!

Benefits of Waste Management

Waste management can benefit you with some great results such as:

- Reducing food costs and generate revenue
- Making impact on the creation of a positive image
- Improving foodservice practices and improving your equipment
- Positive impact on employee morale and the environment

Tips for Smart Food Waste Management In Restaurants

- Create a Responsible Team For Managing Restaurant Waste
- Conduct a Waste Audit
- Break-up Your Waste After Identifying It. After identifying the restaurant waste, it is better to break it up into categories namely:

- **Pre-Consumer Waste-** The waste that does not leave the kitchen such as rotten perishable ingredients. The solution to this waste would be to improve the storage system so that the raw materials are not wasted.

- **Post-consumer Waste-** The second kind of waste in a restaurant is the post-consumer waste. This type of wastage happens when the servers have served the food, and some or all part of it is left over by the customers. One of the major reasons for post-consumer waste is over-portioning. Serving large

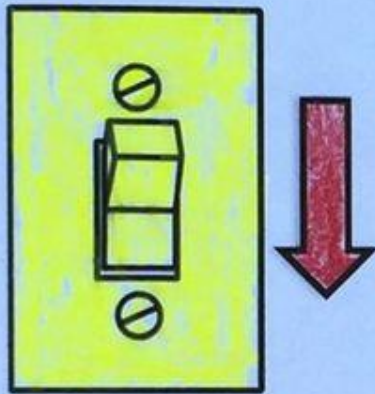


quantities of food which cannot be consumed by the guests leads to wastage and also raises the Food Costs. Thus, arises the need for Portion Control.

- Evaluating Inventory
- Donating and Recycling

Reduce

(Use less of something..)



Reuse

(Use things again.)



Recycle

(Sorting my trash so some can be used again.)



Refuse

(Do not buy unnecessary things.)



Image source: www.lionheadstoronto.com

DO YOU KNOW?

60% of the food thrown in the trash is due to calculation errors.



4 to 10% of the food purchased gets wasted before it reaches the guest.



A guest leaves approximately 17% of his/her plate without consuming



Image source: www.slideplayer.com

What Is Environmental Sustainability?

Environmental sustainability is responsibly interacting with the planet to maintain natural resources and avoid jeopardizing the ability for future generations to meet their needs. A walk on the riverbank or a hike in the green hills reminds us that our forests and natural environment act as examples of sustainable systems



According to the United Nations (UN) World Commission on Environment and Development, environmental sustainability is about acting in a way that ensures future generations have the natural resources available to live an equal, if not better, way of life as current generations.

How Environmental Sustainability Works

Individuals have a role to play, but so do institutions that contribute to the cause on a larger scale. The ways in which we can all live more sustainably can take many forms, such as:

- Reorganizing living conditions in the form of eco-villages, eco-municipalities, and sustainable cities
- Reappraising economic sectors (permaculture, green building, sustainable agriculture) or work practices, such as sustainable architecture
- Developing new technologies (green technologies, renewable energy, etc.)
- Making adjustments in individual lifestyles that conserve natural resources

Environmental sustainability is concerned with issues such as:

- **Long-term health of ecosystems.** Protecting the long-term productivity and health of resources to meet future economic and social needs, e.g. protecting food supplies, farmland and fishing stocks.
- **Intergenerational decision making.** When making economic decisions, we should focus on implications for future generations, and not just the present moment. For example, burning coal gives a short-term benefit of cheaper energy, but the extra pollution imposes costs on future generations.
- **Renewable resources:** Diversifying into energy sources that do not rely on non-renewable resources. For example, solar and wind power.
- **Prevent the consequences of man-made global warming.** Policies to ensure the environment of the planet does not deteriorate to a point where future generations face water shortages, extreme weather events, excess temperature. – All factors that could make living in parts of the world very difficult if not possible.
- **Protection of species diversity and ecological structure.** Sometimes medicines require elements within specific plant species. If some species go extinct, it limits future technological innovation.
- **Treating environmental resources as if they have intrinsic rights and value.** In other words, we shouldn't just rely on a monetary value, i.e. we should protect rainforests because they deserve to be protected rather than using a cost-benefit analysis of whether we gain financially from protecting rainforests.
- **Targeting social welfare/happiness** and environmental sustainability above crude measures of progress such as GDP. Measures of economic welfare
- Shifting consumer/firm behaviour through persuasion and use of behavioural economics – for example discouraging the use of plastic tax.

PU018 – Guest Room Standards

Learning Objectives:

To understand the basic requirements of a guest room for making the stay comfortable and memorable.



Essence of guest rooms

- **Make it Personal** - Travelers want to experience new locations and return to a hotel room that feels like home. Hotels are now choosing furniture and upholstery that feels more personal than sterile neutrals.
- **Keep it Green** - Hotels are improving insulation and appliances to boost energy-efficiency. It also helps them stand out to consumers: When being environmentally conscious is important to travelers, they stay at hotels that share their values.
- **Make it Versatile** - Hotels have always chosen furniture that accommodates a wide range of uses. As they face increasing competition from vacation rental websites, versatility is more important than ever. Hotel rooms have a limited amount of space, so there aren't many options for fitting in more people.
- **Keep it Comfortable** - How an object feels is as important as how it looks. If fabrics are scratchy or feel cheap, guests are more likely to leave negative reviews and less likely to return.
- **Bring the Outdoors Indoors** - Expect to see more hotel furniture made of natural materials that look like they were made to go with the outdoor environment.

- **Remember the Sectionals** - Hotels with large suites are breaking out of the mold by incorporating sectional sleepers instead of the traditional sofa and two chairs. Sleepers come in all shapes and sizes, making them easy to configure to a variety of spaces.

To build up the guest confidence on the cleanliness standards of the room:

- Door and lock are clean and operate fully
- HVAC is clean, noise and odour free, operable and controllable by the guest
- Carpet or floor is free of stains
- Upholstery is stainfree
- Lampshades are clean, straightened and all light bulbs work
- No hair is on the bed, pillows, bathroom floor, sink, tub or shower
- TV and remote are clean and in working order

Cross Contamination Colour Coded System¹³



Image source: www.chefspot.com.au

¹³ Soaltee Crowne Plaza Kathmandu, 2020 (Cleanliness Guideline)

These are the areas most frequently touched or handled by the guest and therefore have the highest potential to accumulate the most dirt and bacteria:

- Switches – lights, lamps, kettle, coffee maker
- Handles – doors, closets, drawers
- Bathroom handles, toilet flush, shower control, sink taps
- Toilet and back or splash wall
- Remote controls
- HVAC control panel
- Telephone handsets and dial pad
- Bedside tables
- Curtains, sheers, blackout drapes
- Carpets and flooring



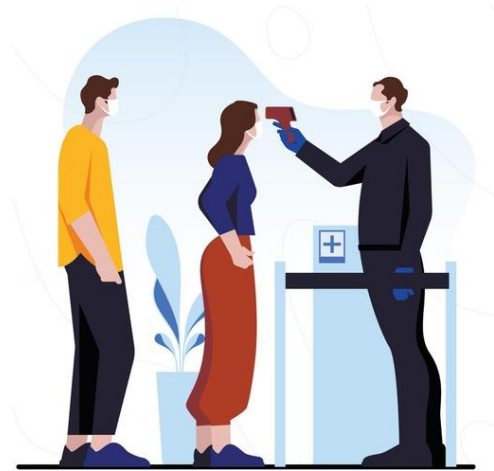
PU019 - Basic Standards to follow during and after COVID-19 Pandemic

Learning Objectives:

To understand the basic standards to follow during and after COVID Pandemic in order to reduce the risk of virus spread.

Guest Arrival Experience¹⁴

- Mandatory temperature checks for all guests upon arrival
- Mandatory hand sanitization before entry into the premises (sensor or foot paddle sanitizer)
- Strict social distancing guidelines to be observed during the entire processes
- Baggage are sanitized with the fogging machine before entering in the lobby
- Auto hand sanitizers are available at the Front Desk as well.
- Hotel colleague constantly wears mask, gloves and face protector at the front desk.
- Guest details like valid ID & CC details to be collected before arrival to avoid contact.
- Sanitized pen to be kept separate for paperwork & sanitized key cards to be provided to guest room.
- Floor markers & que managers for guests to be in queue respecting social distancing
- Foot markers to be placed on the floor in the reception areas and guest lifts respecting social distancing.



¹⁴ Soaltee Crowne Plaza Kathmandu, 2020 (Covid Safety Standards)

Dining Experience¹⁵



- Hotel colleagues who services the guest at restaurant to always wears mask, gloves, face protector and full sleeve gown for avoiding cross contamination.
- Social distancing seating arrangement and foot paddle sanitiser being placed at entrance of the restaurant
- Posters to be placed for general awareness.
- Maintain 6 feet physical distance while serving.
- Appropriate distance to be maintained between each table at the restaurant.
- Each table to be occupied by maximum two guest so that it would maintain the physical distance.
- Individual sachets for condiments



¹⁵ Soaltee Crowne Plaza Kathmandu, 2020 (Covid Safety Standards)

Banquets and Meeting Rooms

- Physical Distancing - The seating arrangements in meeting rooms to be distanced
- Sanitizers to be placed at the entrance of meeting room or hall



Guest Room Experience

- Dis-Infection to be done in all the areas before guest arrival in the room by fogging machine.
- Ensure all the PPE and safety measures are taken while making beds, handling linen and working on the corridors.
- Different colour of microfiber cloths used to clean various areas in the room to avoid cross contamination and infection.
- Red colour microfiber cloth to be used for guest bathrooms.
- Blue colour microfiber cloth to be used for glass surfaces.
- Yellow colour microfiber cloth to be used for cleaning multi- surfaces high touch points in the guest rooms such as telephones, door nob, etc.
- Green colour microfiber cloth to be used in food cabinets in the room to wipe cups and mugs.
- All the guestroom request to be offered by colleagues by wearing the right PPE (contact less service)



- Mask and sanitiser to be pre-placed in the guestroom
- Clean promise cards to be placed for the assurance of high level of cleaning
- Always wear PPE
- Maintain 6 feet physical distance
- Ensure personal hygiene
- Disinfect hands using sanitizers



Associates Experience¹⁶

- Sanitize Hands during arrival & departure of the associate
- Provide face mask on arrival of the associate
- All staff's temperature to be recorded while entering and leaving the hotel premises.
- Cleaning Culture Posters for department notice boards
- Hand Washing Posters in the back of the house areas
- Hand Sanitising Posters in the back of the house areas



¹⁶ Soaltee Crowne Plaza Kathmandu, 2020 (Covid Safety Standards)

PU020 - Implication of cleaning checklist for cleaning team and supervisors

Learning Objectives:

To train and increase the competency of all the team and supervisors of Hospitality and Tourism Sector on proper implementation of the cleaning team and supervisors checklist.



Importance of cleaning checklist:

Cleaning, sanitizing, and disinfecting is incredibly important in the foodservice industry to prevent cross-contamination and the spread of viruses. But, with so many things to clean in a restaurant, it can be difficult to remember all of the individual cleaning tasks that you need to take care of and how regularly you need to clean your equipment. Therefore, to ensure continuous cleanliness process, there should be a cleaning checklist that your employees can use to keep track of the cleaning tasks that need to be completed.

Clean the Kitchen!	Clean The Bathroom!
<input type="checkbox"/> wipe down counters	<input type="checkbox"/> wipe down counters
<input type="checkbox"/> empty dishwasher	<input type="checkbox"/> clean mirror and faucet
<input type="checkbox"/> load dishwasher	<input type="checkbox"/> clean toilet bowl
<input type="checkbox"/> sweep and mop floors	<input type="checkbox"/> wipe down outside toilet
<input type="checkbox"/> clean inside of microwave	<input type="checkbox"/> scrub tub
<input type="checkbox"/> wipe down sink and faucet	<input type="checkbox"/> sweep/mop floors
<input type="checkbox"/> empty trash and replace bag	<input type="checkbox"/> change out hand towel
 Good Job!	 Good Job!

Image source: www.longislandshortcake.com

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16. Soaltee Crowne Plaza Kathmandu, 2020 (Covid Safety Standards)

Learning Assessment

The learning assessment will be carried out through short objective questionnaires.

Modules	Assessment Topics	Duration
PU001	Grooming and Personal Hygiene	3 Minutes
PU002	Microorganisms	3 Minutes
PU003	Hand Hygiene	3 Minutes
PU004	Workplace Hygiene and Sanitation	5 Minutes
PU005	Food Safety Standards	7 Minutes
PU006	Food Poisoning	5 Minutes
PU007	Cross Contamination	5 Minutes
PU008	Food Temperature Control	5 Minutes
PU009	Importance of Proper Food Storage	5 Minutes
PU010	Understanding Food Allergens	5 Minutes
PU011	Correct technique of usages of cleaning equipment and storage	5 Minutes
PU012	Proper usage of correct cleaning chemicals and storage	3 Minutes
PU013	Importance of Cleanliness and Sanitation in Kitchen	5 Minutes
PU014	Food Act	3 Minutes
PU015	Bathroom Cleaning	5 Minutes
PU016	Walls, floors and deep cleaning	5 Minutes
PU017	Waste Management and Environmental Sustainability	3 Minutes
PU018	Guest Room Standards	5 Minutes
PU019	Basic Standards to follow during and after COVID - 19 Pandemic	5 Minutes
PU020	Implication of cleaning checklist for cleaning team and supervisors	5 Minutes
Total Duration		90 Minutes